



Consolidated Technology Services • WA

## Service Level Agreement Dashboard February 2014 Availability Exchange 2010



Comments:

### Message Filtering

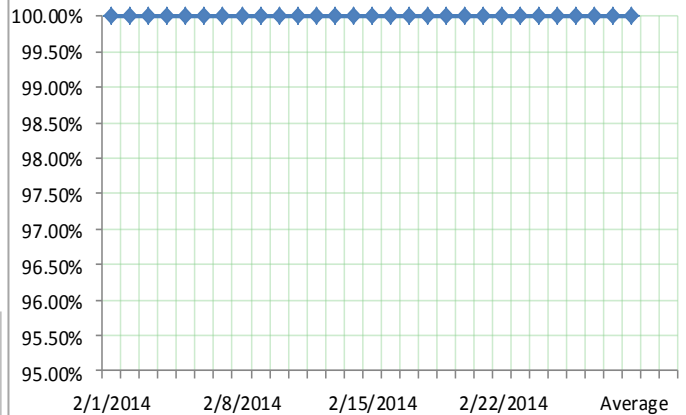
| Category                       | Items      |
|--------------------------------|------------|
| Volume of email traffic        | 28,616,840 |
| Blocked messages from internet | 22,086,464 |
| Viruses detected               | 1,361      |

**IronPort Availability**  
100%

### Secure Email Service

**Secure Email Availability**  
99.9%

### The Vault



**WaServ Availability**  
100%



Consolidated Technology Services • WA

## Agency Information

| Customer Agency                                       | # of Mailboxes | Mailbox Size (MB) | # Vault Mailboxes | Vault Storage Size (GB) | Messaging Incidents (INFRA) | Vault Incidents (INFRA) |
|---|----------------|-------------------|-------------------|-------------------------|-----------------------------|-------------------------|
| Board for Volunteer Firefighters and Reserve Officers | 8              | 432               | 5                 | 3                       |                             |                         |
| Caseload Forecast Council                             | 13             | 827               | 11                | 17                      |                             |                         |
| Commission on African American Affairs                | 9              | 991               | 8                 | 4                       |                             |                         |
| Commission on Asian Pacific American Affairs          | 7              | 485               | 10                | 8                       |                             |                         |
| Commission on Hispanic Affairs                        | 6              | 1064              | 6                 | 10                      |                             |                         |
| Commission on Salaries                                | 2              | 44                | 3                 |                         |                             |                         |
| Consolidated Technology Services                      | 416            | 77559             | 1125              |                         | 6                           | 2                       |
| Department of Agriculture                             | 956            | 61944             | 1249              | 1100                    |                             |                         |
| Department of Archaeology and Historic Preservation   | 35             | 5487              | 51                | 208                     | 1                           |                         |
| Department of Commerce                                | 510            | 48398             | 467               | 367                     |                             |                         |
| Department of Corrections                             | 9723           | 968403            | 11824             | 6100                    | 4                           |                         |
| Department of Early Learning                          | 322            | 65449             | 492               | 720                     |                             |                         |
| Department of Ecology                                 | 2003           | 607537            | 3                 |                         | 2                           |                         |
| Department of Enterprise Services                     | 1776           | 228227            | 1510              | 1837                    | 7                           | 4                       |
| Department of Financial Institutions                  | 350            | 39929             | 544               | 1300                    | 2                           |                         |
| Department of Fish and Wildlife                       | 1969           | 277751            | 2916              | 6100                    |                             | 1                       |
| Department of Health                                  | 12             | 226               | 2439              | 37                      | 1                           |                         |
| Department of Labor & Industries                      | 3576           | 310126            | 4994              | 3375                    | 2                           |                         |
| Department of Licensing                               | 3003           | 195864            | 2461              | 570                     | 1                           | 2                       |
| Department of Natural Resources                       | 1863           | 519371            |                   |                         | 1                           |                         |
| Department of Revenue                                 | 1454           | 172128            | 1457              | 998                     | 1                           |                         |
| Department of Retirement Systems                      | 362            | 41400             | 364               | 150                     | 2                           |                         |
| Department of Services for the Blind                  | 177            | 19331             | 108               | 141                     | 1                           |                         |
| Department of Social and Health Services              | 21020          | 4758294           | 3231              | 1115                    | 10                          | 1                       |
| Department of Veterans Affairs                        | 607            | 51788             | 924               | 205                     | 1                           |                         |
| Economic and Revenue Forecast Council                 |                |                   |                   |                         |                             |                         |
| Employment Security Department                        | 2505           | 225197            | 4747              | 3300                    | 1                           |                         |
| Environmental and Land Use Hearings Office            | 26             | 2317              | 18                | 5                       |                             |                         |
| Fire Commissioner's Association                       | 7              | 2513              |                   |                         |                             |                         |
| Governor's Office of Indian Affairs                   | 3              | 576               | 2                 | 5                       |                             |                         |
| Health Care Authority                                 | 1517           | 266780            | 1706              | 1500                    | 1                           |                         |
| Washington Arts Commission                            | 16             | 4248              |                   |                         |                             |                         |



Consolidated Technology Services • WA

| Customer Agency  | # of Mailboxes | Mailbox Size (MB) | # Vault Mailboxes | Vault Storage Size (GB) | Messaging Incidents (INFRA) | Vault Incidents (INFRA) |
|--|----------------|-------------------|-------------------|-------------------------|-----------------------------|-------------------------|
| Human Rights Commission  | 43             | 3531              | 55                | 44                      |                             |                         |
| Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board | 11             | 1665              | 25                | 7                       | 1                           |                         |
| Liquor Control Board   |                |                   | 2                 |                         |                             |                         |
| Military Department  | 551            | 62475             | 573               | 636                     | 2                           | 1                       |
| Office of Administrative Hearings                                  | 282            | 30026             | 315               | 62                      | 1                           | 1                       |
| Office of Civil Legal Aid  | 5              | 317               | 1                 | 3                       |                             |                         |
| Office of Financial Management                                     | 854            | 106423            | 717               | 1137                    | 1                           |                         |
| Office of the Insurance Commissioner                               | 55             | 8582              | 437               | 462                     | 5                           | 1                       |
| Office of the Attorney General                                     | 1014           | 190129            | 1383              | 2775                    | 3                           | 5                       |
| Office of the State Treasurer                                      | 99             | 11044             | 70                | 63                      |                             |                         |
| Others   | 80             | 11889             | 72                | 2715                    | 23                          |                         |
| Public Employment Relations Commission                             | 43             | 15718             | 4                 | 2                       |                             |                         |
| Recreation and Conservation Funding Board                          | 107            | 17720             | 84                | 235                     |                             |                         |
| State Board of Accountancy   | 17             | 4801              | 2                 | 1                       |                             |                         |
| State Investment Board   | 110            | 23551             | 115               | 308                     |                             |                         |
| Traffic Safety Commission  | 39             | 5565              |                   | 21                      |                             |                         |
| Transportation Improvement Board                                   | 13             | 1364              | 12                | 9                       |                             |                         |
| Utilities and Transportation Commission                            | 319            | 107678            |                   |                         | 1                           |                         |
| Washington State Gambling Commission                               | 221            | 36669             |                   |                         | 1                           |                         |
| Washington State Lottery   | 196            | 7168              | 234               | 45                      | 1                           | 1                       |
| Washington State School Directors                                  | 51             | 5001              | 48                | 42                      |                             |                         |
| Washington Student Achievement Council                             | 191            | 50391             | 26                |                         | 1                           |                         |
| Washing State Institute for Public Policy                          | 25             | 5082              | 20                | 10                      |                             |                         |
| Washington State Parks   | 29             | 3700              |                   |                         |                             |                         |
| Total  | 58608          | 9665175           | 46870             | 37752                   | 84                          | 19                      |

| Customer Responsiveness                      | Stats | Normalized Stats* |
|--|-------|-------------------|
| Average time for initial response            | 272   | 150               |
| Number of tickets closed within 24 hours     | 52    |                   |
| Percentage of tickets closed within 24 hours | 50%   |                   |
| <b>Continuous Improvement</b>                |       |                   |
| Number of Requests                           | 3     |                   |
| Number of Approved Requests                  | 3     |                   |
| Number of Completed Requests                 | 3     |                   |

\*INFRA ticket anomalies removed to reflect more accurate average